

WITHDRAWAL AND RE-CREDIT PROCEDURE – VET FEE-HELP

INTRODUCTION

This procedure applies to a student who is enrolled with CHARLTON BROWN® in a VET FEE-HELP approved course and who wishes to withdraw from a VET course or VET unit of study.

CHARLTON BROWN® will implement this procedure in compliance with Schedule 1A of the *Higher Education Support Act 2003* and the *VET Provider Guidelines*.

CHARLTON BROWN® will:

- allow students to withdraw from a VET unit of study on or before the census date
- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- ensure that students have been informed of census dates for each unit of study on or before the earliest enrolment date for the units of study
- ensure that students are informed of the withdrawal requirements and the review process for re-credit of FEE-HELP balance

This procedure does not remove the student's right to take further action under Australia's consumer protection laws or to pursue other legal remedies.

PROCEDURE

The following procedures will apply for withdrawal in VET units of study in a VET FEE-Help approved course:

- An application to withdraw from a VET unit of study must be made in writing using the form below. Withdrawal applications must be submitted to and received by CHARLTON BROWN® via email or post **on or before 5:00pm AEST on the census date for that VET unit of study**

Email: enrolments@charltonbrown.com.au

Postal Address: Level 3, 31 Duncan St
Fortitude Valley, Brisbane
QLD 4006

[Withdrawal Application Form – VET FEE-HELP](#)

- An application to request to re-credit a VET FEE-HELP balance must be made in writing using the form below and submit the application to:

Email: enrolments@charltonbrown.com.au

[Application to re-credit a VET FEE-HELP Balance](#)

- If a student entitled to VET FEE-HELP withdraws from a VET unit of study **on or before 5:00pm AEST on the census date for that VET unit of study**, the student will not be enrolled in that VET unit of study or VET course of study from the time of notification and will not incur a VET FEE-HELP debt for that VET unit of study and

subsequent units of study.

- If a student entitled to VET FEE-HELP withdraws from a VET unit of study **after 5:00pm AEST on the census date for that VET unit of study**, the student **will incur** a VET FEE-HELP debt for that VET unit of study
- CHARLTON BROWN® will refund to the student any tuition fees paid upfront where a student withdraws from the unit on or before 5:00 pm of the census date.
- A student who has incurred a VET FEE-HELP debt for a VET unit of study due to a late withdrawal application, may apply for a re-credit of their FEE-HELP balance. The application for re-credit of FEE-HELP will be subject to review depending on special circumstances that may apply to the student's claim.

SPECIAL CIRCUMSTANCES

CHARLTON BROWN® will approve a student's application for re-credit of FEE HELP balance if we are satisfied that some or all of the following *Special Circumstances* apply to the student's case.

It is the student's responsibility to provide sufficient background, independent supporting documentation or other evidence that the *Special Circumstances* exist.

Circumstances beyond a Student's control

Such circumstances include situations arising that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible.

These situations would generally be expected to be unusual, uncommon or abnormal.

Circumstances impacting after critical dates

Such circumstances include situations arising that do not make their full impact on the student until on or after critical dates such as *withdrawal date* or *census date* for a course, unit or VET unit of study.

The situation may be known before the date(s) but the full impact or magnitude may not become apparent until on or after the date(s).

Circumstances making it impractical to complete study requirements

These circumstances would make it impractical for the student to undertake the necessary private study required, attend sufficient lectures to meet attendance requirements, complete the required assessment work or sit required examinations.

Such circumstances would include:

- Medical circumstances (e.g. if a student's medical condition has changed to an extent that they are unable to continue studying).
- Family or personal circumstances (e.g. death or severe medical problems within a family, or unforeseen financial difficulties, so that it is unreasonable to expect a student to continue study).
- Employment related circumstances (e.g. if a student's employment status or arrangements have changed to an extent that the student is unable to continue studies and this change is beyond their control).

Course related circumstances (e.g. if CHARLTON BROWN® has changed the unit of study or VET unit of study and the student is disadvantaged by not being able to complete the unit or VET unit of Study and a credit cannot be given towards another course, unit or VET unit of study).

What are not considered Special Circumstances?

Special Circumstances do not include the student's:

- lack of understanding of study requirements or CHARLTON BROWN® policies procedures and guidelines,
- lack of understanding of requirements for VET FEE-HELP assistance, or
- inability to repay a HELP debt.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

REVIEW OF DECISION

Where a student is not satisfied with the initial decision regarding their withdrawal and/or re-credit of FEE-HELP balance application, they may apply for an independent internal review, in accordance with the CHARLTON BROWN® *Complaints and Appeals Policy*.

Should the student remain unsatisfied following the internal review, further options are available to the Student, as outlined in the *Complaints and Appeals Policy*, for an independent external review.

HOW FEE-HELP BALANCES ARE RE-CREDITED

Where a re-credit of FEE-HELP balance is approved, CHARLTON BROWN® will notify the Department of Education and will remit to the Commonwealth any VET FEE-HELP assistance received on the student's behalf and the student's VET FEE-HELP debt for the relevant VET units of study will be removed. Remission

CANCELLATIONS

In the event that any of the following occurs, CHARLTON BROWN® reserves the right to cancel a student's enrolment to avoid the student incurring debt:

- student cannot be contacted
- student has no participation and has no evidence of student progression for the VET unit of study before the census date

CHARLTON BROWN® will send the student a letter advising of the cancellation.

PUBLICATION and ACCESS

The Withdrawal and Re-credit Procedure – VET FEE-HELP is easily accessible through the CHARLTON BROWN® website: www.charltonbrown.com.au

The procedure is also available in the CHARLTON BROWN® Student Handbook and forms part of the student and staff induction processes.

APPROVAL

This procedure was approved and endorsed by CHARLTON BROWN® Management on
(date).